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January 26, 2002

Attorney General John Ashcroft
US Department of Justice, 950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

Dear Mr. Ashcroft:

As an active user of Microsoft software programs since 1989, I want to express my views on the Microsoft settlement: Support. Complete support. Microsoft has standardized the way we use computers.

They continue to give us deals. They provide us with new concepts on how to get the most out of our computers.

Clearly, the Company wants to put this costly legal action behind them and move forward with developing new products. They are certainly not getting off easy with the settlement, and their compliance is guaranteed thanks to the excessive oversight the settlement includes.

Please accept the terms of the settlement. Thank you.

Sincerely,



Marilyn Ayers